

## Shelter House (SH) Rules & Policies for Clients

1. **Admission:** The length of a client's stay at SH will be determined by SH staff. Clients shall be eligible for shelter so long as their program agreement allows, and so long as they are able to maintain acceptable behavior, as outlined in this set of rules and the *Discipline Matrix*. **The maximum stay at SH is 45 days**, with an exception for Veteran Transitional Living Program Clients. Clients who have received 45 nights of shelter are ineligible for shelter for one full year from the exit date after their 45th night. Night-to-night stays may be necessary until a client meets with a case manager to determine program eligibility.
  - A. Housing resources at SH are limited. Absences without prior permission from SH staff will result in eviction.
  - B. Individuals registered on a sex offender registry must notify SH staff. Those discovered to have not informed SH staff will be immediately and permanently banned from the premises. Those individuals who are registered on a sex offender registry should expect to be held to a higher level of accountability while at SH and may expect greater restrictions regarding both behavior and access to the facility. **No individual on any sex offender registry will be permitted to reside at SH.**
  - C. Clients staying longer than two nights are required to meet with Shelter House staff and participate in our program, either as a STAR client or a non-case management client.
  - D. SH may require clients to adhere to standard safety and sanitation procedures before a client is assigned a bed.
2. **Substance Abuse:** There is no tolerance for the use or possession of alcohol, illegal drugs, or unauthorized prescription drugs on the premises. Evidence of such use or possession will result in immediate eviction. Evidence of being under the influence of any of these substances will also result in eviction.
3. **Children and Dependents:** Clients are responsible for the care and supervision of their own dependents. Dependents must be attended at all times. As a mandatory dependent-abuse-reporting agency SH will report any acts of abuse to the proper authorities.
  - A. Guardians may not leave their dependents under anyone else's supervision without signing the *Temporary Supervision of Dependents Agreement* with approval from SH staff.
  - B. Guardians are responsible for providing diapers, food, medicine, etc. for dependents. SH may at times be able to supply these items but it is the Guardian's responsibility to ensure provision for dependents.
  - C. All dependents of proper age must be enrolled in the local school system.
4. **Housekeeping Duties:** Housekeeping duties are assigned to each individual on a daily basis and clients should check the chore list each morning and evening. Clients are required to perform the duties as assigned and to the satisfaction of staff.
5. **House Hours:** The shelter is open to non-residents for drop-in services from 1pm - 4pm, Monday to Friday, and 8am - 11am Saturday & Sunday. Clients generally are not permitted to be at SH during the day unless they are meeting with their case manager or have a SH appointment. Other exceptions can be made on a case-by-case basis with pre-approval from a Director.
6. **The Shelter Waitlist.** The waitlist for shelter space begins at 6pm. Clients waiting for shelter will be allowed to wait in the reception area until shelter space for that night has been determined. Clients are expected to be on-premises when shelter space is assigned after 6pm, unless prior arrangements have been made with SH staff. Shelter House does not "reserve" beds for clients.
  - A. **Curfew: 9:00pm nightly.** Beds are assigned based upon need, and on a "first come, first served" basis. Clients who have a bed at the SH must be in the house by 9pm to establish their presence and keep their bed. Otherwise the bed will be given to a new client. Exceptions are made for those at work (if pre-approved) and emergencies only.
  - B. **Quiet Hours:** Quiet hours are from 10pm – 6am Mon-Fri and 10pm – 7am Sat- Sun. During quiet hours, clients are expected to sleep and the lights will be off in the dorm areas. During this time there is no access to services. If clients are permitted to wake early for work, they are expected to conduct themselves in a quiet manner so as not to interfere with other clients' sleep.
  - C. **Wake-ups.** Clients are expected to arise at 6am Mon-Fri and 7am Sat-Sun. Failure to do so will result in a curfew violation.
7. **Lost or Stolen Articles:** SH is not responsible for lost or stolen articles including medication. Theft is cause for eviction.
8. **Storage and Parking:** Storage is limited to the locker assigned with each bed, and Clients may store items only in this designated locker. SH does not provide locks. Clients must take their personal belongings with them after their shelter period has ended, or if they are evicted from the shelter. If a client leaves their items at SH, they will be disposed of with no compensation given to the client. Clients with medications should give them to SH staff for safekeeping. Clients may not park on SH property unless they are attending a meeting within 60 minutes or less. Parking is not allowed on Southgate Ave. per City regulations.
9. **Personal Hygiene:** Clients are required to follow good personal health practices and maintain themselves, personal property, and assigned space to the satisfaction of SH staff. Failure to meet the requirements is cause for eviction.

- 10. Food:** Food and beverages other than water may only be eaten in the first floor congregate areas. Children 0-4 are allowed to have select food items in their rooms with staff approval. No other food or beverages may be stored outside the designated areas. Clients may not order food to be delivered at SH. Outside food is allowed in Shelter House only after 7pm.
- 11. Pets:** Pets are not allowed at Shelter House.
- 12. Respect for Racial, Ethnic, and Cultural Diversity:** Clients who stay at SH identify with various cultures, races, ethnicities, religions, sexual orientations, political affiliations, genders, educational backgrounds, mental and physical abilities, ages, and worldviews. Everyone at SH is required to respect these differences and make a good faith effort to coexist peacefully regardless of differences. Discrimination based on these differences will not be tolerated. Offensive language such as racial slurs or other subtle displays of discrimination will not be tolerated. Report infractions to SH staff immediately. Infractions will result in eviction.
- 13. Sexual harassment:** Unwelcomed sexual advances, requests for sexual favors, and any verbal or physical contact of a sexual nature which creates an intimidating, hostile, or offensive environment are prohibited. Report infractions to SH staff immediately. Infractions may result in eviction.
- 14. Smoking:** At no time is smoking allowed anywhere in the house. Smoking will be permitted in the outside designated area only. Clients are not allowed to smoke between the hours of 9pm – 6am, with exceptions for two designated supervised smoke breaks.
- 15. Telephone:** Local calls should be limited to 10 minutes. Long-distance calls are permitted with staff approval only.
- 16. Mail:** Shelter House allows current residents to utilize the Shelter House mailing address during their stay. There is no mail delivery on weekends or holidays. To sign up for mail services see SH reception staff.
- 17. Violence and Weapons:** Absolutely no weapons, violence, physical, verbal, or implied threats or harassment will be tolerated. Anyone instigating such behavior will be evicted.
- 18. Fire and Storm Safety:** All SH clients must respond to SH staff directions regarding fire and storm safety.
- A. Fire Safety.** After being notified of a fire hazard either by SH staff or fire alarms, leave the building quickly using the nearest exit. Before passing through closed doors check for smoke and heat; do not attempt to pass through an area that is heavily smoke filled or on fire. If you are in a smoky room stay as close to the floor as possible and cover your mouth and nose with a moist cloth, if possible. Gather as directed by SH staff safely away from the fire, and do not leave the area until the SH staff can verify you have safely exited the building. Do not re-enter the facility until given permission by SH staff. Do not interfere with any emergency personnel, vehicles, or equipment. Give any relevant information to the SH staff.
  - B. Storm Safety.** If you become aware of severe weather inform SH staff. Follow directions of SH staff, going to a specified area away from windows. Do not leave the area until given permission by SH staff.

**Intervention and Referral to other Agencies:** SH recognizes that mental health conditions or substance abuse problems may affect a client's ability to comply with the standards of behavior and conduct required for admission to and continued use of the SH facilities. Should the SH staff become aware that a client's mental health or substance abuse problem is affecting his/her ability to attain agreed upon goals and/or maintain acceptable behavior, SH will refer the client to an appropriate agency or institution for evaluation and, if appropriate, treatment. Upon completion of the evaluation and/or treatment or release from the agency, the client will be eligible to apply for readmission to SH. If: (1) the client completes an evaluation and treatment if recommended by a referral agency and (2) as long as the client remains compliant with the treating agency's recommendations, disciplinary action normally applied to a client may be waived by a Shelter Manager or the Executive Director of SH. Non-compliance with recommendations will subject the client to the disciplinary rules and policies normally applied.

**SH Policies:** House Rules are only one component of the policies and procedures that govern SH, and are not a full summary. The Executive Director of Shelter House reserves the right to revise, add, or discontinue any provisions, practices, or policies without advance notice. This handout does not constitute a contractual agreement or obligation of any kind between Shelter House and any past, present, or prospective client. **THE POLICIES, PROCEDURES, AND LANGUAGE USED IN THIS HANDOUT DO NOT CREATE A CONTRACT FOR SERVICES.** Compliance with House Rules and Policies is a condition of residing at Shelter House. Clients who fail to abide by the rules may be evicted. Public areas in the facility are canvassed by security cameras. Prior to receiving services from Shelter House, clients are required to affix their signature indicating that they have read, understood, and agreed to comply with these rules, and that any failure to comply may result in eviction from SH.